



ECF Court Link

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*Eastern District
of
North Carolina
CM/ECF
Newsletter*

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2006 EBI NOTES

- When scanning in documents, have your scanning software set to **black & white, NOT COLOR** with 300 dpi (dot's per inch) resolution. CM/ECF rejects documents greater than 4 megabytes (million) in size. Documents that are smaller take less time to upload and less time for others to view in CM/ECF.
- If a document has already been saved in PDF format, please do not print it out and scan it. This will drastically increase the size of the document. While the document may be legible, it will affect how quickly the document can be accessed via the internet and may be so huge CM/ECF will reject it during the upload.
- If you are using a popup blocking software package and are having problems with seeing certain popup screens in CM/ECF, such as the Internet Payments Due screen, hold down the CTRL key when clicking on the link. This will allow most popups to appear.
- When using spam blocking software, be sure to allow e-mail from the nceb.uscourts.gov domain.
- Keep your computer clean of viruses and spyware. Microsoft offers **free** software called Windows Defender that works with Windows 2000 (Service Pack 4) and Windows XP machines that will scan and clean your computer. It also offers real-time protection against spyware and adware to keep your computers running as efficiently and safely as possible.
<http://www.microsoft.com/athome/security/spyware/default.mspx>
- If you are having problems with documents you are filing with the court such as garbled text or we are unable to view the document, please note that the court uses and can support only the Adobe Acrobat software. The latest version of Adobe Acrobat is version 7.
- Use either Arial or Times New Roman fonts. The system will only accept about five default fonts and these are the safest options.
- If your document contains an area with a strange or different font - be sure to either start with one of the accepted fonts, or do a Select-All and verify a uniform font. If Select All turns the font indicator blank, you have mixed fonts and should modify.

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Eastern District of
North Carolina

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Wilson, NC 27893

Tel. 252-237-0248

300 Fayetteville St.
Mall, Room 209
Raleigh, NC 27602

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ECF Tips

Clearing Cache –Clearing Internet Cache - for Internet Explorer version 5.5 and later

1. On the Internet Explorer menu bar, click Tools

2. Click Internet Options

3. In the General tab, under Temporary Internet Files, click Delete Files. Click ok.

4. After the files have deleted, click ok at the bottom of the Internet Options box.

As an alternative, a “Clear Internet Explorer Cache” utility is available from the Downloads Page on the court’s web site. You can run the utility in place of performing the steps listed above.

Credit Counseling Certificates- When using software to file a credit counseling certificate in PDF format, do not include it with the petition (although the software will allow you to do so.) Rename the credit counseling certificate PDF file CCC.PDF and store it in the client's folder on your computer. Your software program will see that it is there and automatically file it as a separate document. It will alert you if this file (ccc.pdf) is missing, but it does have the option to skip over it. (If your software program varies from these instructions, contact your vendor for assistance)

QUESTIONS/ANSWERS:

Q. HOW DO I DOCKET AN AMENDED/SUPPLEMENTAL CERTIFICATE OF SERVICE?

A. DOCKET AS CERTIFICATE OF SERVICE LOCATED IN THE BANKRUPTCY/MISCELLANEOUS CATEGORY. THIS WILL ALLOW YOU TO SET A NEW RESPONSE DUE DATE, IF APPLICABLE.

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